

PathWays Pointers

“Refusal”

1) **Service Providers can refuse a matched individual, which is in keeping with existing process and policy.** The Facility Placement Policy specifies the following information shall be included in the refusal:

- **the reasons for the refusal;**
 - refusals must demonstrate that an admission would place the client, other residents and/or staff at risk of serious illness, harm, or injury; and
- **the steps that have been taken to facilitate placement;**
 - all reasonable steps have been taken by the service provider and the NSHA to address the reason for the refusal, but the risk cannot be adequately mitigated.
- **if/when this client may be placed at the facility in future;** and
- **any other relevant information as requested by the NSHA.**

2) There are two (2) options for recording a refusal by a Service Provider within PathWays.

Option 1: When the individual is first matched, the Service Provider is able to click “Refuse” or “Accept”:



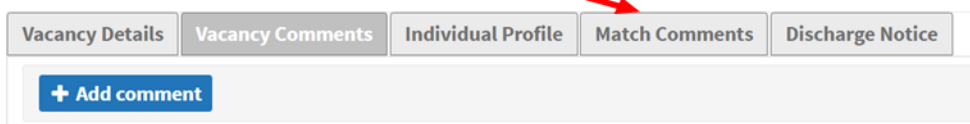
When entering a refusal within PathWays, please select the primary reason for the refusal.

In the comment section, include detail regarding the refusal (see above).

NSH Placement will then follow the applicable processes for refusals.

Option 2: After “accepting” the match:

If the Service Provider decides to refuse the matched client before admission, please enter refusal details in the **Match Comments**, and then call the NSH Placement Coordinator and discuss the refusal.



NSH Placement will follow the applicable processes for refusals and if the match needs to be broken, NSH Placement will complete the refusal within PathWays, noting it occurred after initial acceptance by the Service Provider.

3) **Rescinding a Refusal:** For refusal requests that are rescinded, NSH Placement will enter a Vacancy Comment noting that the Service Provider is able to accept the match and the Service Provider will enter a planned admission date and proceed with regular PathWays processes.

